

# Coping with Worry and Stress - Wellness Tips



Welcome to your daily dose of wellness!

Today's Message: **Healthcare Heroes** - Insights from our Front-line Team Members Series

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Celebrating our Healthcare Heroes continues! We will hear from some of our team members from around our health system who continue to work tirelessly to Care Bravely for our patients, families, community, and team members. Those who kindly agreed to participate were all asked the same five questions, and with the last question, each will share a tip with you, for being resilient during this challenging time.

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Luna Williams  
Environmental Services Leader  
Sinai Hospital  
A/K/A Super Hero



## 1) Over the past 2 months, what has been the hardest part of your job?

*The hardest part has been responding to everybody's fears as they are going through the process of learning about the Coronavirus and how it spreads. Our cleaning processes have changed and continue to shift as we learn more and more about this virus. Requests are based out of fear and my job is to reassure the care team, and make sure they are informed enough about the cleaning process so their concerns are addressed.*

## 2) During this time what has been the most rewarding part of your job?

*The most rewarding part has been being able to complete a task that leaves team members feeling confident that their workplace is safe. This calms people down as everyone is on high alert. It has also been rewarding to be considered such an integral part of the team. We have been actively involved with the Command Center meetings and the Safety huddles. We are valued and appreciated.*

## 3) What's the most innovative problem solving or change that you have seen or experienced over the past two months?

*Supply management innovations have been amazing. Early on when N95 masks were in short supply, LBH made use of N100 respirator masks on hand and purchased an additional 200 of these to help us bridge the gap in PPE. The EVS team following CDC and manufacturer guidelines, and setup the process to disinfect these N100s. We used the labor pool of furloughed employees and trained them to do this reprocessing and disinfecting process. We were able to make this supply of 200 plus N100 last until the N95 supply started to flow again. We also now work on the collection, re-processing, and*



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redeployment of the N-95 masks in collaboration with the Central Sterile and the Command Center Teams.

## 4) What's the most inspiring thing you seen or experienced?

*In the beginning days of this Pandemic, when the tents first started going up outside the ER, I watched as a gentleman from the neighborhood drove up with Dunkin Donuts donuts as a gift to the ER staff. He knew something big was underway and his first thought was to be giving and thoughtful to his local hospital. In that moment, I was inspired to hang in there and deal with the stress of the unknown. The continued outpouring of support from the community throughout the past few months has been wonderful.*

## 5) What tip/advice would you give to others right now? (What has helped you persevere during this challenging time?)

*I continue to say words to myself that I have in a book – a vision book. (Pictured below) I ask myself daily, “Remember why you started?” This question connects you to your purpose. My purpose is service to others. My advice is to take time to connect to the simple things in life.*

